

## London Borough of Barnet: Quarter 4 Corporate Plan Improvement Initiatives 2010/11

Corporate Priority & strategic objective	Top Project/ Top improvement initiative	Lead Directorate	Quarter 4 milestone/s	Status	Commentary
Sharing opportunities and sharing responsibilities- <i>Promote mixed communities</i>	<b>Review housing allocations policy</b>	Planning Housing & Regeneration	New Allocations policy fully implemented	<b>Achieved</b>	Report on Allocations policy agreed by Cabinet 10 January 2011
A Successful London Suburb - <i>Protect and enhance our natural environment so that the borough is clean and green</i>	<b>Complete a business and enterprise scoping study for each priority town centre (economic insight)</b>	Planning Housing & Regeneration	Complete scoping studies and draft issues papers.	<b>Work initiated/mostly achieved</b>	Business scoping survey work has been completed in Priority Town Centres- Edgware, Chipping Barnet, Finchley Central and Golders Green. These centres have also had Business Forums set up in them. Business survey work is due to begin at North Finchley in June/July and shortly after we will be establishing a Business Forum there. The delay in the scoping survey work at North Finchley is due to the fact that Golders Green (not originally designated as a Priority Town Centre) overtook North Finchley as a Priority Town Centre for scoping survey work and to establish a Business Forum.
A Successful London Suburb- <i>Work with NHS Barnet to make sure residents can access good quality healthcare provision</i>	<b>Promote volunteering as a means to empower individuals, contributing to strong communities, adding value in the delivery of public services.</b>	Adult Social Services	*AdSS SMT / Grants Unit agreement of procurement plan to implement commissioning strategy  *AdSS specification of volunteering targets within 2011/12 SLAs with voluntary organisations	<b>Work initiated/partially achieved</b>	Voluntary sector contracts will be streamlined and re-procured for the 2011/12 year (subject to CRC approval), including the specification of volunteering targets where appropriate. This is on track. Over the year there has been 216 volunteers matched out of 368 volunteering opportunities, relating to just adult social care.
Better services with less money- <i>Intervene early to strengthen families and ensure that children and young people are able to achieve their potential</i>	<b>Launch new foster carer recruitment campaign to increase opportunities for stable, local placements</b>	Children's Service	Implement action plan arising from FirstStat	<b>Work initiated/partially achieved</b>	Majority of actions implemented and remaining activities ongoing and to be carried forward into next year's plan
Sharing opportunities and sharing responsibilities - <i>Embed a safeguarding culture throughout Barnet to make sure our children, young people and adults remain safe</i>	<b>Use video technology to empower families to effectively participate in child protection planning</b>	Children's Service	Pilot new approach to carrying out child protection conferences - linking with Future Shape empowerment with Barnet Citizens.	<b>Work initiated/mostly achieved</b>	Strengthening families model of child protection case conferences researched. Model now piloted in a number of London boroughs. Training completed in Barnet with conference chairs and proposal for piloting in Barnet due to be submitted to Safeguarding Board in May 2011 with a view to commencing the strengthening families pilot in Sept 2011
Sharing opportunities and sharing responsibilities- <i>Embed a safeguarding culture throughout Barnet to make sure our children, young people and adults remain safe</i>	<b>Strengthen multi-disciplinary support for vulnerable families</b>	Children's Service	Multi Agency groups (MAGs) embedded and in place, reviewing Common Assessment Frameworks (CAF) and monitoring and evaluating success of interventions	<b>Achieved</b>	MAGs been in place since September 2010, monitoring and evaluating the CAF process. Evaluation of the success of the inventions is part of the CAF process which are discussed at the MAG meetings. Good attendance from member agencies and have managed to get CAF action plans back on track for 63% of the cases presented to MAGs. Review underway since 1st February 2011 to look at the current MAG structure.
A Successful London Suburb- <i>Ensure every school a good school for every child</i>	<b>Ensure sufficient primary school places are available in the right areas</b>	Children's Service	Plans in place for providing sufficient Reception places for September 2011	<b>Achieved</b>	8 schools have put on additional reception classes to help meet demand in appropriate areas. Additional capacity has also been provided as one school joined the maintained sector in January 2011, and a new free school is on track to open in September 2011.
Sharing opportunities and sharing responsibilities- <i>Develop a new relationship with residents so they are able to more effectively contribute to making Barnet and its residents successful</i>	<b>Work with the Metropolitan Police and engage residents to achieve successful outcomes around shared objectives and community issues</b>	Environment & Operations	Burglary action plan will cease February 2011, evaluation to commence March 2011.	<b>Work initiated/mostly achieved</b>	Project complete. Evaluation inconclusive but does show a burglary reduction in targeted areas. However, there was displacement and burglary overall did not decrease across the whole borough. Activities completed: Poster site campaign targeted at commuter locations in hotspot areas 10,350 households visited and given crime prevention advice and timer switches in our top 123 most burgled roads 3 crime prevention road shows held 2 stolen property road shows held 1 gating scheme delivered

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A Successful London Suburb - <i>Protect and enhance our natural environment so that the borough is clean and green</i>	Work with businesses and residents to prototype new and innovative approaches to reducing waste and energy use and improving the street environment in town centres	Environment & Operations	1. Consensus achieved with all represented parties on Barnet Traders Group. 2. Breakdown on spend relating to initial £5k grant. 3. Additional EcoTeams running in Barnet	Work initiated/mostly achieved	Achieved consensus on the way forward that is representative of all parties within Barnet Traders group. A new point of contact nominated in Planning & Regen as the logical approach to ensure synergy with other High Barnet initiatives. Breakdown on initial £5K grant received from Barnet Traders. No additional Eco Teams have been set up yet as hoped. However contact maintained and support offered in the form of free use of council premises for when the groups are formed.
Better services with less money- <i>Improve customers' access to the council, and encourage more contact and transactions to be carried out online</i>	Develop an organisational dashboard and indicators for better measuring of customer satisfaction and value for money	Chief Executive's Service	Review/Re-evaluate the dashboard and implement an improvement plan.	Achieved	Next year's performance framework which incorporates the dashboard has been developed and aligned to the new strategic objectives. The improvement plan was to ensure that processes were in place to allow all performance indicators to be reported on, on a regular basis. This will guarantee returns for each quarter and no data gaps.
Better services with less money - <i>Improve council policy and decision making through greater involvement by non-executive members</i>	By analysing compliance with the Publication Scheme, implement a plan to improve transparency of the council's administration and achieve the maximum number of relevant publications in the scheme in 2011-12.	Corporate Governance	1. Identify all information agreed for publication that is still outstanding.	Achieved	The Scheme has identified and included all information for publication under the Scheme. There is no information agreed for publication that is still outstanding.
			2. Publish all information that has been identified.	Achieved	The maximum amount of information for this year as identified by service representatives has been published under the Scheme. In addition the Scheme has led to the creation of new information in the form of an FOI Disclosure Log that will increase public access to information.
			3. Identify on-going milestone to continue with the expansion and on-going updating of the scheme.	Work Initiated/Mostly Achieved	The Standards and Information Rights Team is working with the Web Team as part of the website development project to identify areas of future expansion for the Scheme and develop procedures for regularly updating the Scheme.